



DEPARTMENT OF HEALTH CARE SERVICES CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	DEPARTMENT OF HEALTH CARE SERVICES	RELEASE DATE:	Friday, April 24, 2009
POSITION TITLE:	Chief, Medi-Cal Dental Services Division	FINAL FILING DATE:	Friday, May 22, 2009
CEA LEVEL:	CEA 1	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 6,173.00 - \$ 7,838.00 / Month	BULLETIN ID:	03112009_1

POSITION DESCRIPTION

Under the general direction of the Deputy Director, Health Care Operations, the Chief, Medi-Cal Dental Services Division (MDSD) has full management responsibility for administering the Medi-Cal Dental Services Program (Denti-Cal), which provides dental services to approximately seven million Medi-Cal beneficiaries. The incumbent is responsible for developing, interpreting, and implementing program policy for all aspects of the provision of Medi-Cal dental services through fee-for-service and dental managed care. The incumbent develops and implements program policies, guidelines, and procedures that have broad program impact, including: benefits and rates; claims processing and payment criteria; provider enrollment; utilization management; anti-fraud efforts and audits; quality of care; beneficiary and provider fair hearings; and Health Information Portability and Accountability Act (HIPAA) compliance. In addition, the incumbent is responsible for planning, organizing, and directing the activities of the MDSD, which include: monitoring and oversight of the Dental Fiscal Intermediary contractor and the contracted activities (approximately \$70 million annually in contract services); processing of \$600 million annually in claims payments; maintenance, operation, and enhancements to the California Dental Medicaid Management Information System (CD-MMIS) which is used to process several million claims and a million treatment authorization requests annually; and the execution and monitoring of 13 contracts with dental managed care plans that provide services to Medi-Cal enrollees.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with

substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

- Knowledge of health care programs.
- Knowledge of the organization of the California State Administration.
- Knowledge of the state's Medi-Cal program.
- Knowledge of state budget and financial management processes.
- Ability to work successfully with persons at high levels of government, private health care organizations, and industry associations.
- Ability to analyze complex program implementation problems and develop effective courses of action to solve them.
- Ability to provide guidance for project planning and management.
- Ability to serve as a leader in implementing statewide healthcare reform.
- Knowledge of the California Medi-Cal Dental Program.

DESIRABLE CHARACTERISTICS

Creativity and Innovation - Applies new ways of thinking. Has the ability to solve problems, create new ideas, and develop new approaches to achieve the Department's mission.

Vision - Understands the context and mission of the Department both internal and external. Has an awareness of the Department's critical issues, anticipates and influences the future. Has the ability to organize for success; understands how to facilitate functional needs and structure to achieve strategic plans.

Credibility and Integrity - Understands internal and external customers and has a true desire to build credibility. Has a personal compass composed of clear principles and the flexibility to balance between literal adherence to rules and the use of policy as a guide. Has the ability to make decisions and be accountable for those decisions.

Teamwork - Cooperates to achieve the Department's mission, goals, and values and encourages diversity of opinions. Has the ability to enhance his/her own ability and the ability of others to contribute.

Communication - Has a clear expression of ideas, thoughts and expectations and is an active and empathic listener. Understands that people process information differently; takes initiative to build

relationships; understands cultural differences.

Staff Development - Recognizes that people are the Department's most valuable resource. Can identify and define needs of the Department, attract appropriate candidates, evaluate, and select the most qualified. Takes the time to develop and encourage staff to achieve their true potential.

In addition, to best serve both our internal and external customers, it is important that our management team understands and is sensitive to the diversity of the people we serve. The composition of our management team should also reflect diversity.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, Medi-Cal Dental Services Division**, with the **DEPARTMENT OF HEALTH CARE SERVICES**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

The examination process will consist of an application and Statement of Qualifications screening committee. All interested applicants must file a Standard State Application (STD. 678), a resume, and a Statement of Qualifications. All applications/resumes must include "to" and "from" dates (month/day/year). The screening committee will compare each applicant's qualifications for the position against specific job-related evaluation criteria developed from the minimum qualifications, desirable qualifications, and desirable characteristics.

STATEMENT OF QUALIFICATIONS

In addition to the Standard State Application (STD. 678), all interested applicants are required to submit a Statement of Qualifications with specific information on how his/her background, knowledge, skills, and abilities meet the minimum qualifications, desirable qualifications, and desirable characteristics. The Statement of Qualifications must discuss the following critical factors and responses should be limited to one page per question. Applicants should include specific examples from their experience, as applicable.

1. Describe and provide examples of your leadership ability, including techniques of organizing and motivating groups and/or employees, and your ability to deal effectively with a variety of individuals, organizations, and state agencies.
2. Describe and provide examples of your ability and experience in planning, organizing, and directing the work of multi-disciplinary professional and administrative staff.
3. Describe your knowledge of the principles and practices of public administration, organization, and management. Include in your response experience in developing health policies and programs and provide examples.
4. Describe your knowledge of, and experience with, the California legislative and budgetary processes, State control agencies, and other governmental entities that are necessary for effective program implementation.
5. Describe your experience and provide examples, demonstrating your ability to analyze complex problems and recommend effective courses of action.

6. Describe your knowledge and experience in the health care field (state, federal, and/or private sector), especially as it relates to Medi-Cal claims payments, authorization requests and executing and monitoring high profile, complex contracts. Please provide examples.

FILING INSTRUCTIONS

Application packages postmarked, personally delivered, or received via interoffice mail after 5:00 p.m. on the final filing date will not be accepted. Application packages must include two copies of the items listed below.

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A Statement of Qualifications which serves as documentation of each candidate's ability to present information clearly and concisely in writing. The Statement of Qualifications should be typed, discuss the six critical factors above, and be limited to one page per critical factor.
- Resumes do not take the place of the Statement of Qualifications.

Applications must be submitted by the final filing date to:

DEPARTMENT OF HEALTH CARE SERVICES, Human Resources Branch
P.O. Box 997411 M.S. 1301, Sacramento, CA 95899-7411
Lisa Jeffers | (916) 552-8351 | Lisa.Jeffers@dhcs.ca.gov

ADDITIONAL INFORMATION

Application packages may also be hand-delivered to: Department of Health Care Services, Human Resources Branch, 1501 Capitol Avenue, Suite 71.1501, Sacramento, CA.

Questions regarding the examination process should be directed to Lisa Jeffers at Lisa.Jeffers@dhcs.ca.gov or at (916) 552-8351.

Questions regarding the position should be directed to Kathleen Hopper at Kathleen.Hopper@dhcs.ca.gov or at (916) 440-7870.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF HEALTH CARE SERVICES reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including

integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>